Hubbard v. Smart & Final Stores, LLC, et al. Plaintiff's Complaint

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I. SUMMARY

1. This is a civil rights action by plaintiff Barbara Hubbard ("Hubbard") for discrimination at the building, structure, facility, complex, property, land, development, and/or surrounding business complex known as:

Smart & Final #463 3141 Main Street Chula Vista, CA 91911 (hereafter "the Store")

2. Hubbard seeks damages, injunctive and declaratory relief, attorney fees and costs, against Smart & Final Stores, LLC dba Smart & Final #463 and Smart & Final Properties I, LLC (hereinafter collectively referred to as "Smart & Final") pursuant to the Americans with Disabilities Act of 1990, (42 U.S.C. §§ 12101 et seq.), and related California statutes.

II. JURISDICTION

- 3. This Court has original jurisdiction under 28 U.S.C. §§ 1331 and 1343 for ADA claims.
- 4. Supplemental jurisdiction for claims brought under parallel California law—arising from the same nucleus of operative facts—is predicated on 28 U.S.C. § 1367.
 - 5. Hubbard's claims are authorized by 28 U.S.C. §§ 2201 and 2202.

III. VENUE

6. All actions complained of herein take place within the jurisdiction of the United States District Court, Southern District of California, and venue is invoked pursuant to 28 U.S.C. § 1391(b), (c).

IV. PARTIES

7. Smart & Final owns, operates, leases, or manages the Store, and consists of a person (or persons), firm, or corporation.

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Hubbard has multiple conditions that affect one or more major life 8. functions. She requires the use of motorized wheelchair and a mobility-equipped vehicle, when traveling about in public. Consequently, Hubbard is "physically disabled," as defined by all applicable California and United States laws, and a member of the public whose rights are protected by these laws.

V. FACTS

- 9. The Store is a sales or retail establishment, open to the public, which is intended for nonresidential use and whose operation affects commerce.
- Hubbard visited the Store and encountered barriers (both physical 10. and intangible) that interfered with—if not outright denied—her ability to use and enjoy the goods, services, privileges, and accommodations offered at the facility. To the extent known by Hubbard, the barriers at the Smart & Final included, but are not limited to, the following:
 - There is no accessible route from the public way;
 - The tow-away signage posted is incorrect;
 - The signage in the van accessible parking stall is not correct;
 - All of the disabled parking spaces have excessive slopes and/or cross slopes;
 - At least one disabled parking space is not the correct length it is too short;
 - None of the access aisles have the words "NO PARKING" painted inside of them;
 - The floor mats at the interior of the entrance door are not properly attached to the floor and are easily caught in the wheels of a wheelchair;
 - There are no checkout aisles designated as being accessible, nor are there any stating that the aisle shall remain open at all times to persons with disabilities;
 - All but one of the aisles throughout the store are too narrow:

- The restroom door lacks the required strike side clearance on the push side;
- The side grab bar is not mounted 12 inches from the back wall;
- The flush valve of the water closet is not located on the wide side;
- The disposable seat cover dispenser is mounted at more than 40 inches from the floor and above the side grab bar;
- The disposable seat cover dispenser is an obstruction to the use of the side grab bar;
- The pipes underneath the lavatory are not properly wrapped to prevent burning; and,
- The restroom door lock requires pinching, twisting, and/or grasping to operate.

These barriers prevented Hubbard from enjoying full and equal access.

- 11. Hubbard was also deterred from visiting the Store because she knew that the Store's goods, services, facilities, privileges, advantages, and accommodations were unavailable to physically disabled patrons (such as herself). She continues to be deterred from visiting the Store because of the future threats of injury created by these barriers.
- 12. Hubbard also encountered barriers at the Store, which violate state and federal law, but were unrelated to her disability. Nothing within this Complaint, however, should be construed as an allegation that Hubbard is seeking to remove barriers unrelated to her disability.
- 13. Smart & Final knew that these elements and areas of the Store were inaccessible, violate state and federal law, and interfere with (or deny) access to the physically disabled. Moreover, Smart & Final has the financial resources to remove these barriers from the Store (without much difficulty or expense), and make the facility accessible to the physically disabled. To date, however, Smart

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& Final refuses to either remove those barriers or seek an unreasonable hardship exemption to excuse non-compliance.

- 14. At all relevant times, Smart & Final has possessed and enjoyed sufficient control and authority to modify the Store to remove impediments to wheelchair access and to comply with the Americans with Disabilities Act Accessibility Guidelines and Title 24 regulations. Smart & Final has not removed such impediments and has not modified the Store to conform to accessibility standards. Smart & Final has intentionally maintained the Store in its current condition and has intentionally refrained from altering the Store so that it complies with the accessibility standards.
- 15. Hubbard further alleges that the (continued) presence of barriers at the Store is so obvious as to establish Smart & Final's discriminatory intent. On information and belief, Hubbard avers that evidence of this discriminatory intent includes Smart & Final's refusal to adhere to relevant building standards; disregard for the building plans and permits issued for the Store; conscientious decision to the architectural layout (as it currently exists) at the Store; decision not to remove barriers from the Store; and allowance that the Store continues to exist in its non-compliant state. Hubbard further alleges, on information and belief, that Smart & Final is not in the midst of a remodel, and that the barriers present at the Store are not isolated (or temporary) interruptions in access due to maintenance or repairs.²

VI. FIRST CLAIM

Americans with Disabilities Act of 1990

Denial of "Full and Equal" Enjoyment and Use

16. Hubbard incorporates the allegations contained in paragraphs 1 through 15 for this claim.

E.g., Gunther v. Lin, 144 Cal.App.4th 223, fn. 6

Id.; 28 C.F.R. § 36.211(b)

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- 17. Title III of the ADA holds as a "general rule" that no individual shall be discriminated against on the basis of disability in the full and equal enjoyment (or use) of goods, services, facilities, privileges, and accommodations offered by any person who owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a).
- 18. Smart & Final discriminated against Hubbard by denying "full and equal enjoyment" and use of the goods, services, facilities, privileges or accommodations of the Store during each visit and each incident of deterrence.

Failure to Remove Architectural Barriers in an Existing Facility

- The ADA specifically prohibits failing to remove architectural 19. barriers, which are structural in nature, in existing facilities where such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv). The term "readily achievable" is defined as "easily accomplishable and able to be carried out without much difficulty or expense." Id. § 12181(9).
- When an entity can demonstrate that removal of a barrier is not 20. readily achievable, a failure to make goods, services, facilities, or accommodations available through alternative methods is also specifically prohibited if these methods are readily achievable. Id. § 12182(b)(2)(A)(v).
- 21. Here, Hubbard alleges that Smart & Final can easily remove the architectural barriers at the Store without much difficulty or expense, and that Smart & Final violated the ADA by failing to remove those barriers, when it was readily achievable to do so.
- In the alternative, if it was not "readily achievable" for Smart & 22. Final to remove the Store's barriers, then Smart & Final violated the ADA by failing to make the required services available through alternative methods, which are readily achievable.

Failure to Design and Construct an Accessible Facility

- 23. On information and belief, the Store was designed or constructed (or both) after January 26, 1992—independently triggering access requirements under Title III of the ADA.
- 24. The ADA also prohibits designing and constructing facilities for first occupancy after January 26, 1993, that aren't readily accessible to, and usable by, individuals with disabilities when it was structurally practicable to do so. 42 U.S.C. § 12183(a)(1).
- 25. Here, Smart & Final violated the ADA by designing or constructing (or both) the Store in a manner that was not readily accessible to the physically disabled public—including Hubbard—when it was structurally practical to do so.³

Failure to Make an Altered Facility Accessible

- 26. On information and belief, the Store was modified after January 26, 1992, independently triggering access requirements under the ADA.
- 27. The ADA also requires that facilities altered in a manner that affects (or could affect) its usability must be made readily accessible to individuals with disabilities to the maximum extent feasible. 42 U.S.C. § 12183(a)(2). Altering an area that contains a facility's primary function also requires adding making the paths of travel, bathrooms, telephones, and drinking fountains serving that area accessible to the maximum extent feasible. Id.
- 28. Here, Smart & Final altered the Store in a manner that violated the ADA and was not readily accessible to the physically disabled public—including Hubbard—to the maximum extent feasible.

Nothing within this Complaint should be construed as an allegation that plaintiff is bringing this action as a private attorney general under either state or federal statutes.

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Failure to Modify Existing Policies and Procedures

- 29. The ADA also requires reasonable modifications in policies, practices, or procedures, when necessary to afford such goods, services, facilities, or accommodations to individuals with disabilities, unless the entity can demonstrate that making such modifications would fundamentally alter their nature. 42 U.S.C. § 12182(b)(2)(A)(ii).
- 30. Here, Smart & Final violated the ADA by failing to make reasonable modifications in policies, practices, or procedures at the Store, when these modifications were necessary to afford (and would not fundamentally alter the nature of) these goods, services, facilities, or accommodations.
- 31. Hubbard seeks all relief available under the ADA (*i.e.*, injunctive relief, attorney fees, costs, legal expense) for these aforementioned violations. 42 U.S.C. § 12205.
- 32. Hubbard also seeks a finding from this Court (*i.e.*, declaratory relief) that Smart & Final violated the ADA in order to pursue damages under California's Unruh Civil Rights Act or Disabled Persons Act.

VII. SECOND CLAIM

Disabled Persons Act

- 33. Hubbard incorporates the allegations contained in paragraphs 1 through 30 for this claim.
- 34. California Civil Code § 54 states, in part, that: Individuals with disabilities have the same right as the general public to the full and free use of the streets, sidewalks, walkways, public buildings and facilities, and other public places.
- 35. California Civil Code § 54.1 also states, in part, that: Individuals with disabilities shall be entitled to full and equal access to accommodations, facilities, telephone facilities, places of public accommodation, and other places to which the general public is invited.

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- 36. Both sections specifically incorporate (by reference) an individual's rights under the ADA. See Civil Code §§ 54(c) and 54.1(d).
- 37. Here, Smart & Final discriminated against the physically disabled public—including Hubbard—by denying them full and equal access to the Store. Smart & Final also violated Hubbard's rights under the ADA, and, therefore, infringed upon or violated (or both) Hubbard's rights under the Disabled Persons Act.
- 38. <u>For each offense</u> of the Disabled Persons Act, Hubbard seeks actual damages (both general and special damages), statutory minimum damages of one thousand dollars (\$1,000), declaratory relief, and any other remedy available under California Civil Code § 54.3.
- 39. She also seeks to enjoin Smart & Final from violating the Disabled Persons Act (and ADA) under California Civil Code § 55, and to recover reasonable attorneys' fees and incurred under California Civil Code §§ 54.3 and 55.

VIII. THIRD CLAIM

Unruh Civil Rights Act

- 40. Hubbard incorporates the allegations contained in paragraphs 1 through 30 for this claim.
- 41. California Civil Code § 51 states, in part, that: All persons within the jurisdiction of this state are entitled to the full and equal accommodations, advantages, facilities, privileges, or services in all business establishments of every kind whatsoever.
- 42. California Civil Code § 51.5 also states, in part, that: No business establishment of any kind whatsoever shall discriminate against any person in this state because of the disability of the person.
- 43. California Civil Code § 51(f) specifically incorporates (by reference) an individual's rights under the ADA into the Unruh Act.

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- 44. Smart & Final's aforementioned acts and omissions denied the physically disabled public—including Hubbard—full and equal accommodations, advantages, facilities, privileges and services in a business establishment (because of their physical disability).
- 45. These acts and omissions (including the ones that violate the ADA) denied, aided or incited a denial, or discriminated against Hubbard by violating the Unruh Act.
- 46. Hubbard was damaged by Smart & Final's wrongful conduct, and seeks statutory minimum damages of four thousand dollars (\$4,000) for each offense.
- 47. Hubbard also seeks to enjoin Smart & Final from violating the Unruh Act (and ADA), and recover reasonable attorneys' fees and costs incurred under California Civil Code § 52(a).

IX. FOURTH CLAIM

Denial of Full and Equal Access to Public Facilities

- 48. Hubbard incorporates the allegations contained in paragraphs 1 through 13 for this claim.
- 49. Health and Safety Code § 19955(a) states, in part, that: California public accommodations or facilities (built with private funds) shall adhere to the provisions of Government Code § 4450.
- 50. Health and Safety Code § 19959 states, in part, that: Every existing (non-exempt) public accommodation constructed prior to July 1, 1970, which is altered or structurally repaired, is required to comply with this chapter.
- 51. Hubbard alleges the Store is a public accommodation constructed, altered, or repaired in a manner that violates Part 5.5 of the Health and Safety Code or Government Code § 4450 (or both), and that the Store was not exempt under Health and Safety Code § 19956.

- Injunctive relief, preventive relief, or any other relief the Court deems proper.
- 2. Declaratory relief that Smart & Final violated the ADA for the purposes of Unruh Act or Disabled Persons Act damages.
- Statutory minimum damages under either sections 52(a) or 54.3(a) of the 3. California Civil Code (but not both) according to proof.
- Attorneys' fees, litigation expenses, and costs of suit.4 4.
- 14 5. Interest at the legal rate from the date of the filing of this action.

16 DATED: March 24, 2008

DISABLED ADVOCACY GROUP, APLC

LYNN HUBBARD, III Attorney for Plaintiff Barbara Hubbard

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This includes attorneys' fees under California Code of Civil Procedure § 1021.5. Hubbard v. Smart & Final Stores, LLC, et al. Plaintiff's Complaint

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use-of-the Clerk-of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

I. (a) PLAINTIFFS		DEEDNIN		U	
` '		DEFENDAN		,	
BARBARA HUBBARD		SMART & F.	SMART & FINAL STOR AP, L-2db AFM B.T. FINAL #463; SMART & FINAL PROPERTIES I, LLC		
(b) County of Residence	of First Listed Plaintiff SAN DIEGO	County of Reside	nce of First Fisted Defending TRI	CT COURT	
(E	XCEPT IN U.S. PLAINTIFF CASES)		(IN U.S. PLAINTIFF CASES	ONLY)	
		NOTE: IN	LAND CONTEMNATION CASES, U	SE THE LOCATION OF THE	
		L	AŅD INYOIL ED.	DEPUTY	
(c) Attorney's (Firm Name, Address, and Telephone Number) DISABLED ADVOCACY GROUP, APLC (530) 895-3252		Attorneys (If Kno	uvn)		
		7 mornoys (ii kilo			
12 WILLIAMSBURG LA	ANE CHICO CA 05026		na ca u	564 W LSP	
II. BASIS OF JURISD		III. CITIZENSHIP C	F PRINCIPAL PARTIES		
☐ 1 U.S. Government	■ 3 Federal Question	(For Diversity Cases O	nly) PTF DEF	and One Box for Defendant) PTF DEF	
Plaintiff	(U.S. Government Not a Party)	Citizen of This State	Incorporated or Pr	rincipal Place 🔲 4 🗍 4	
☐ 2 U.S. Government	☐ 4 Diversity	Citizen of Another State	2 2 Incorporated and	Principal Place	
Defendant	(Indicate Citizenship of Parties in Item III)	Children of Thiother State	of Business In		
	(Citizen or Subject of a	☐ 3 Foreign Nation	□ 6 □ 6	
IV. NATURE OF SUIT		Foreign Country			
CONTRACT	TORTS	FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES	
☐ 110 Insurance ☐ 120 Marine	PERSONAL INJURY PERSONAL INJUR		☐ 422 Appeal 28 USC 158	400 State Reapportionment	
130 Miller Act	☐ 310 Airplane ☐ 362 Personal Injury - Med. Malpractice			410 Antitrust 430 Banks and Banking	
140 Negotiable Instrument	Liability 365 Personal Injury -	of Property 21 USC	881	☐ 450 Commerce	
☐ 150 Recovery of Overpayment & Enforcement of Judgment	☐ 320 Assault, Libel & Product Liability Slander ☐ 368 Asbestos Persons	630 Liquor Laws 640 R.R. & Truck	PROPERTY RIGHTS 8 8 8 8 8 9 8 9 9 9 9 9 9 9 9 9 9 9 9	460 Deportation 470 Racketeer Influenced and	
☐ 151 Medicare Act	330 Federal Employers' Injury Product	650 Airline Regs.	830 Patent	☐ 470 Racketeer Influenced and Corrupt Organizations	
☐ 152 Recovery of Defaulted	_ Liability Liability	☐ 660 Occupational	☐ 840 Trademark	☐ 480 Consumer Credit	
Student Loans (Excl. Veterans)	☐ 340 Marine PERSONAL PROPER ☐ 345 Marine Product ☐ 370 Other Fraud	TY Safety/Health G 690 Other		490 Cable/Sat TV 810 Selective Service	
☐ 153 Recovery of Overpayment	Liability		SOCIAL SECURITY	□ 850 Securities/Commodities/	
of Veteran's Benefits 160 Stockholders' Suits	☐ 350 Motor Vehicle ☐ 380 Other Personal ☐ 355 Motor Vehicle Property Damage	710 Fair Labor Standard		Exchange	
190 Other Contract	☐ 355 Motor Vehicle Property Damage Product Liability ☐ 385 Property Damage	Act 720 Labor/Mgmt. Relati	ons	875 Customer Challenge 12 USC 3410	
195 Contract Product Liability	☐ 360 Other Personal Product Liability	730 Labor/Mgmt.Report	ing 864 SSID Title XVI	☐ 890 Other Statutory Actions	
☐ 196 Franchise REAL PROPERTY	Injury CIVIL RIGHTS PRISONER PETITION	& Disclosure Act NS 740 Railway Labor Act	☐ 865 RSI (405(g)) SEFEDERAL TAX SUITS	891 Agricultural Acts B92 Economic Stabilization Act	
☐ 210 Land Condemnation	☐ 441 Voting ☐ 510 Motions to Vacat			893 Environmental Matters	
220 Foreclosure	☐ 442 Employment Sentence	791 Empl. Ret. Inc.	or Defendant)	☐ 894 Energy Allocation Act	
230 Rent Lease & Ejectment 240 Torts to Land	Accommodations Habeas Corpus:	Security Act	☐ 871 IRS—Third Party 26 USC 7609	☐ 895 Freedom of Information Act	
245 Tort Product Liability	☐ 444 Welfare ☐ 535 Death Penalty		20 030 7009	900Appeal of Fee Determination	
☐ 290 All Other Real Property	445 Amer. w/Disabilities - 540 Mandamus & Oth	пет		Under Equal Access	
	Employment 550 Civil Rights 446 Amer. w/Disabilities - 555 Prison Condition			to Justice 950 Constitutionality of	
	Other			State Statutes	
	440 Other Civil Rights			<u> </u>	
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	Cite the U.S. Civil Statute under which you at 42 U.S.C. Section 12101, et seq	re filing (Do not cite jurisdic	tional statutes unless diversity):		
VI. CAUSE OF ACTIO	Brief description of cause: Ongoing violations of the ADA Cor				
VII. REQUESTED IN			CHECK ALC	16 damental for a small fine.	
COMPLAINT:	UNDER F.R.C.P. 23	DEMAND \$	JURY DEMAND:	if demanded in complaint: Yes No	
VIII. RELATED CASI IF ANY	E(S) (See instructions): JUDGE		DOCKET NUMBER		
DATE	SIGNATURE	TORNEY OF LECORD			
03/24/2008		***			
FOR OFFICE USE ONLY					
u d va	#203				
RECEIPT # A	MOUNT APPLYING IFP _	JUDG	E MAG. JUD	OGE	

Se 4/2/08

INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET FORM JS 44

Authority For Civil Cover Sheet

The JS 44 civil cover sheet and the information contained herein neither replaces nor supplements the filings and service of pleading or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. Consequently, a civil cover sheet is submitted to the Clerk of Court for each civil complaint filed. The attorney filing a case should complete the form as follows:

- 1. (a) Plaintiffs-Defendants. Enter names (last, first, middle initial) of plaintiff and defendant. If the plaintiff or defendant is a government agency, use only the full name or standard abbreviations. If the plaintiff or defendant is an official within a government agency, identify first the agency and then the official, giving both name and title.
- (b) County of Residence. For each civil case filed, except U.S. plaintiff cases, enter the name of the county where the first listed plaintiff resides at the time of filing. In U.S. plaintiff cases, enter the name of the county in which the first listed defendant resides at the time of filing. (NOTE: In land condemnation cases, the county of residence of the "defendant" is the location of the tract of land involved.)
- (c) Attorneys. Enter the firm name, address, telephone number, and attorney of record. If there are several attorneys, list them on an attachment, noting in this section "(see attachment)".
- II. Jurisdiction. The basis of jurisdiction is set forth under Rule 8(a), F.R.C.P., which requires that jurisdictions be shown in pleadings. Place an "X" in one of the boxes. If there is more than one basis of jurisdiction, precedence is given in the order shown below.

United States plaintiff. (1) Jurisdiction based on 28 U.S.C. 1345 and 1348. Suits by agencies and officers of the United States are included here.

United States defendant. (2) When the plaintiff is suing the United States, its officers or agencies, place an "X" in this box.

Federal question. (3) This refers to suits under 28 U.S.C. 1331, where jurisdiction arises under the Constitution of the United States, an amendment to the Constitution, an act of Congress or a treaty of the United States. In cases where the U.S. is a party, the U.S. plaintiff or defendant code takes precedence, and box 1 or 2 should be marked.

Diversity of citizenship. (4) This refers to suits under 28 U.S.C. 1332, where parties are citizens of different states. When Box 4 is checked, the citizenship of the different parties must be checked. (See Section III below; federal question actions take precedence over diversity cases.)

- III. Residence (citizenship) of Principal Parties. This section of the JS 44 is to be completed if diversity of citizenship was indicated above. Mark this section for each principal party.
- IV. Nature of Suit. Place an "X" in the appropriate box. If the nature of suit cannot be determined, be sure the cause of action, in Section VI below, is sufficient to enable the deputy clerk or the statistical clerks in the Administrative Office to determine the nature of suit. If the cause fits more than one nature of suit, select the most definitive.
- V. Origin. Place an "X" in one of the seven boxes.

Original Proceedings. (1) Cases which originate in the United States district courts.

Removed from State Court. (2) Proceedings initiated in state courts may be removed to the district courts under Title 28 U.S.C., Section 1441. When the petition for removal is granted, check this box.

Remanded from Appellate Court. (3) Check this box for cases remanded to the district court for further action. Use the date of remand as the filing date.

Reinstated or Reopened. (4) Check this box for cases reinstated or reopened in the district court. Use the reopening date as the filing date.

Transferred from Another District. (5) For cases transferred under Title 28 U.S.C. Section 1404(a). Do not use this for within district transfers or multidistrict litigation transfers.

Multidistrict Litigation. (6) Check this box when a multidistrict case is transferred into the district under authority of Title 28 U.S.C. Section 1407. When this box is checked, do not check (5) above.

Appeal to District Judge from Magistrate Judgment. (7) Check this box for an appeal from a magistrate judge's decision.

VI. Cause of Action. Report the civil statute directly related to the cause of action and give a brief description of the cause. Do not cite jurisdictional statutes unless diversity.

Example:
U.S. Civil Statute: 47 USC 553
Brief Description: Unauthorized reception of cable service

VII. Requested in Complaint. Class Action. Place an "X" in this box if you are filing a class action under Rule 23, F.R.Cv.P.

Demand. In this space enter the dollar amount (in thousands of dollars) being demanded or indicate other demand such as a preliminary injunction.

Jury Demand. Check the appropriate box to indicate whether or not a jury is being demanded.

VIII. Related Cases. This section of the JS 44 is used to reference related pending cases if any. If there are related pending cases, insert the docket numbers and the corresponding judge names for such cases.

Date and Attorney Signature. Date and sign the civil cover sheet.

UNITED STATES DISTRICT COURT

SOUTHERN DISTRICT OF CALIFORNIA SAN DIEGO DIVISION

- SH # 149267

April 02, 2008 09:01:02

Civ Fil Non-Pris

USAO #.: 08CV0564

Judge..: THOMAS J WHELAN

Amount.:

\$350.00 CC

Total-> \$350.00

FROM: HUBBARD V. SMART & FINAL ET AL